



# Professional Practice Manager Development Program

## Certificate IV in Professional Practice Management (91482NSW)

UNE Partnerships in conjunction with the Hawkesbury-Hills Division of General Practice are offering the Certificate IV in Professional Practice Management course in Rouse Hill during 2011. The Certificate IV in Professional Practice Management Course is designed for staff responsible for the operational management of a practice or who lead a team within a professional practice structure. It is also suitable for those new to the sector, wanting to develop the necessary skills and knowledge to work within a practice.

Venue: [Hawkesbury-Hills Division of General Practice](#)

Time: 9am - 4pm

Enrolment Final Date: [5 January 2011](#)

PRESENTERS*	Colleen Sullivan	Marianna Kelly	Marion McKay		Gary Smith		David Bailey	
	DAYS	Saturday 5 February	Saturday 19 March	Saturday 30 April	Sunday 1 May	Saturday 11 June	Sunday 12 June	Saturday 30 July
	1	2	3	4	5	6	7	8
MODULE	Taking control of your career	Risk and compliance	Recruitment and team effectiveness		Customer service		Business management systems and operations	
COMPETENCY	<ul style="list-style-type: none"> <li>Develop work priorities</li> </ul>	<ul style="list-style-type: none"> <li>Identify risk and apply risk management processes</li> <li>Organise and monitor the operation of compliance management system</li> </ul>	<ul style="list-style-type: none"> <li>Recruit, select and induct staff</li> <li>Promote team effectiveness</li> </ul>		<ul style="list-style-type: none"> <li>Coordinate, evaluate and improve customer service</li> <li>Implement a service support system</li> <li>Undertake marketing activities</li> </ul>		<ul style="list-style-type: none"> <li>Report on financial activity</li> <li>Implement operational plan</li> <li>Implement continuous improvement</li> </ul>	

\*Presenters subject to change

Please note: Workshops are dependent on minimum numbers of enrolments

### Workshop enrolment fee:

**\$4300 (AAPM/AMA members)**

**\$4700 (Non-members)**

Payment plans now available. Deposit \$950 paid on enrolment and balance of 10 equal monthly instalments via Ezy pay.

### Fee includes:

- All course materials and assessments
- Full student support throughout your 18 months study period
- Complete study timetable
- Facilitated workshop sessions
- Morning / Afternoon tea and lunch for each workshop day
- Full qualification on successful completion
- Statement of Attainment for partial completion
- Online submission of assessment tasks

### Benefits to you:

- Customised delivery
- Great networking opportunity
- Nationally accredited qualification
- Career and study pathway
- Study support groups



### For more information:

T: 1800 288 622 • E: [practice@unep.edu.au](mailto:practice@unep.edu.au)  
[www.practicemanagement.edu.au](http://www.practicemanagement.edu.au)

